

# Helping users understand data

**Red Strivens**

User Researcher

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**June 2019**

# **Challenge 1: How can we make bulletins more useful for our users?**

## Join the community



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High quality statistics, analysis and advice to help Britain make better decisions

33

Rounds of  
research

6052

Miles travelled  
by train

91

Face to face  
participants

# Bulletin users?



**Inquiring  
citizens**



**Information  
foragers**



**Expert  
analysts**

# Bulletins



# What people want to learn



**Analysis**

**Data**

**Methods**

# Bulletins

Long and complex

Try to do too much

Don't meet user needs

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## 1. Main points

- Official statistics cannot provide a measure of all crime, but the available sources can provide useful insights to long-term and emerging trends in crimes.
- The Crime Survey for England and Wales (CSEW) provides a good measure of long-term trends for a selected range of crimes experienced by the general public, including those not reported to the police and the latest figures show one in five adults, aged 16 and over, had fallen victim in the previous year.
- Including new Experimental Statistics on fraud and computer misuse offences, the CSEW estimated 10.8 million incidents of crime in the latest survey year, but first annual comparisons will not be available until January 2018.
- The police recorded 5.2 million offences in the latest year; this series can provide a better indication of emerging trends but can also reflect changes in recording practices and police activity rather than genuine changes in crime.
- The 13% increase in police recorded crime from the previous year reflects a range of factors including continuing improvements to crime recording and genuine increases in some crime categories, especially in those that are well-recorded.
- The new presentation of official statistics on violent crime highlights there were 711 deaths or serious injuries caused by illegal driving, a 6% rise from that recorded in the previous year.
- A number of sources showed a rise in bank and credit card fraud in the last year; UK Finance reported a 3% rise in the volume of fraudulent transactions reported on UK-issued cards.

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## 2. Statistician's comment

"Today's figures suggest that the police are dealing with a growing volume of crime. While improvements made by police forces in recording crime are still a factor in the increase, we judge that there have been genuine increases in crime, particularly in some of the less visible but more harmful

[View all data used in this statistical bulletin](#)

## Contact details for this statistical bulletin

John Flatley  
crimestatistics@ons.gsi.gov.uk  
Telephone: +44 (0)20 7592 8695



# Structure content around task-based headings

Write about the topics people are most interested in

## On this page:

- Analysis of gender pay
- Gender pay data
- Glossary
- Measuring this data
- Strengths and limitations
- More about gender pay
- Contact us

## Pages in this collection:

- **Gender pay**
- High and Low Pay
- Earnings in the UK

# Good services are verbs

Noun: bulletins

Verb: understand new data

**WARNING** This is a prototype. The content may not be complete or accurate.

Office for National Statistics

Home > **Publications** > Crime in England and Wales >

## Knife crime in England and Wales

Police recorded knife crime has been rising for the past 3 years

**22%**  
increase since last year

**37,443**  
offences

Apr '10 to Mar '11 | Jan '17 to Dec '17

Released on 28 April 2018

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**Sections**

- [Summary](#)
- [Available data](#)
- [About these statistics](#)
- [Analysis](#)

**Summary**

Police recorded the highest number of offences involving a knife or sharp instruments since 2011. The number of recorded offences have risen for the past three years, following a general downward trend since the year ending March 2011.

About half of the offences recorded were "assault with injury" and "assault with intent to cause serious harm".

All knife offence categories we measure have increased. This is supported by data for NHS hospitals in England, which showed a 7% increase in admissions for assault by a sharp object in the year ending March 2017.

- The rise is mainly due to knife crime in London
- Possession of sharp implements up 33%

**Police recorded knife crime has been rising for the past 3 years**

**99%**  
key figure example

**Police recorded knife crime has been rising for the past 3 years**

**99%**  
key figure example

**Available data**

Geography ▼

**WARNING** This is a prototype. The content may not be complete or accurate.

Office for National Statistics

Home > **Weapons Crime in England and Wales**

## Weapons Crime in England and Wales: year ending December 2017

Crime involving knives, guns, and other types of weapon.

Release date: 26 April 2018  
Next release: 19 July 2018 (provisional)

This page is part of the latest release / [page of links in this release](#) / [links \(provisional release\)](#)

### Police recorded 7,130 (22%) more crimes involving weapons, with knife crime in cities rising most

England and Wales, year ending March 2011 to year ending December 2017

Source: Police recorded crime, Home Office

**On this page you can:**

- Get an overview of the [main findings for weapons crime](#)
- [Get the data](#)
- Learn how we [measure these statistics](#)
- Read a [glossary](#) of terms
- Find more [pages in this release](#)
- [Contact us](#)

**Main findings for weapons crime**

- Knife crime reaches a seven-year-high
- Possession of a blade or point also rose
- Firearm crimes have increased for the first time since 2005

**WARNING** This is a prototype. The content may not be complete or accurate.

Office for National Statistics

Release calendar | Methodology | Media | About | Blog

Home | Economic, industry and trade | Economy | Employment and labour market | People, population and community | **Doing part in a survey?**

Search for a keyword(s) or time series ID

Home > **People, population and community** > Crime and justice > Crime

## Crime overview: year ending December 2017

Crimes against households, adults, children, businesses and society in England and Wales.

This page is part of the latest crime collection

Release date: 26 April 2018 | Release frequency: Quarterly | Next release: September 2018 (provisional)

### Over the long-term, crime has fallen, but some crimes have risen slightly in the previous 12 months

England and Wales, year ending December 1981 to year ending December 2017

- Crimes involving knives or other sharp instruments rose 26% from 32,468 to 39,598.
- Robbery has increased 33% from 55,892 to 74,130.
- 8 in 10 people were not a victim of crime in the previous 12 months.

Source: Crime Survey for England and Wales, Office for National Statistics

**On this page**

- Analysis of crime
- Crime data
- How do we measure this?
- What do you need to know?
- Glossary
- More pages in this collection
- More about crime
- Contact us

**Crime overall has fallen in the last year**

Crime estimated by the Crime Survey for England and Wales (CSEW) shows crime overall has fallen in the last year, driven by a 28% decline in computer misuse.

Most individual types of crime, including violence, have stayed at levels similar to the previous year.

When looking at the main types of crime, changes were only seen in:

- computer misuse offences (28% decrease to 1.37 million offences), which drove the fall in overall CSEW crime
- vehicle-related thefts (17% increase to 929,000 offences)

**Pages in this collection:**

- Crime overview**
- Fraud
- Homicide
- Violent crime
- Weapons crime

# Launched some design changes

[Home](#) > [Employment and labour market](#) > [People in work](#) > [Earnings and working hours](#) > Gender pay gap in the UK

## Gender pay gap in the UK: 2018

Differences in pay between women and men by age, region, full-time and part-time, and occupation as compiled from the Annual Survey of Hours and Earnings (ASHE). The gender pay gap is the percentage difference between men's and women's median hourly earnings, across all jobs in the UK; it is not a measure of the difference in pay between men and women for doing the same job.

This is the latest release. [View previous releases](#)



**Contact:**  
[Roger Smith](#)

**Release date:**  
25 October 2018

**Next release:**  
To be announced



80%

user  
satisfaction  
score



41%

increase in  
pageviews

32%

decrease in  
the amount  
of content  
that nobody  
looked at

# Challenge 2: How do we improve our response rate?

# Challenge 3: What are the needs of the users of the future?

# Any questions?

**Red Strivens**

User Researcher

@red\_strivens